

ARRANGEMENT FOR CONTROLLING
AND LOGGING VOICE ENABLED WEB APPLICATIONS USING
EXTENSIBLE MARKUP LANGUAGE DOCUMENTS

ABSTRACT OF THE DISCLOSURE

A unified web-based voice messaging system provides voice application control between a web browser and an application server via an hypertext transport protocol (HTTP) connection on an Internet Protocol (IP) network. The application server executes the voice-enabled web application by runtime execution of a first set of extensible markup language (XML) documents that define the voice-enabled web application to be executed. In addition, control data for the voice-enabled web application, and log files that record events that occur during execution of the voice-enabled web application, are generated and processed using an XML tag format. A second set of XML documents specify application parameters and control information to be used by the application runtime environment for execution of the first set of XML documents. The second set of XML documents enables the application server to maintain a generic application runtime environment, enabling applications to share common control information and provide personalized services for subscribers based on respective user specific control attributes. The generation of log files using an XML tag format enables the log files to use a standardized XML structure that includes log element type, log element attribute, and log element data information. Hence, logs may be written for individual user sessions and overall application information, where the XML log tags may be of sufficient descriptive nature as to be understood using any XML viewer or analyzed by custom log parser configured for locating prescribed XML tags related to a corresponding operation, for example billing, trace routing, etc..